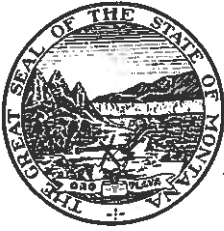


DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



Brian Schweitzer
GOVERNOR

Joan Miles
DIRECTOR

STATE OF MONTANA

Developmental Disabilities Program

Date: May 5, 2008

To: Michelle Pickell, Director J.O.B.S.

From: Sheri Pullium, Quality Improvement Specialist,
Developmental Disabilities Program (DDP)

Subject: Quality Assurance Review FY '08

Please find attached the Quality Assurance Report for J.O.B.S. The review was completed on April 28, 2007 and covered the period June'07 through April '08.

I was privileged to meet with Michelle Pickell, Director and Kathy Dacus, Assistant and get an update on the progress J.O.B.S. has made as an organization and with each individual they serve. J.O.B.S. has kept their ongoing relationships within the Missoula community and their successful collaboration efforts with local employers. Priority continues to be the abilities and interests of the individuals they serve when supporting them in job searching and placement.

This year J.O.B.S. expanded the services they provide under Community Supports to include Social Leisure Recreation, Education, Health/Health Maintenance, Transportation, as well as Supported Employment.

General Areas

A. Administrative

J.O.B.S became a DDP Provider as of January 1, 2007. J.O.B.S has been a contractor for Vocational Rehabilitation Services (VR) and continues to provide support to that clientele. They have expanded their territory outside of the Missoula area with VR and look forward to the expansion with the DDP. They have also been a successful provider of services to the deaf and hard of hearing community. Michelle and other staff attend trainings put on by the University of Montana's Rural Institute and maintain a strong alliance with them.

J.O.B.S currently provides Community Supports services in the Missoula area to 2 individuals accessing DD funding. A third individual was audited that received services this fiscal year but has since left services. All services provided are funded through the Medicaid Home and Community Supports Waiver.

While the DDP no longer requires national accreditation, the agency maintains CARF accreditation in order to access Vocational Rehabilitation (VR) funding. J.O.B.S does not operate group homes or other services that require Licensing by the Department of Public Health and Human Services.

J.O.B.S is not required to participate in an A-133 audit as part of their contract. Staff maintain excellent documentation and progress notes in order to ensure accurate billing for services. There have been no issues noted in the area of invoices.

All required personnel information was current and complete. This includes driving records, background checks, required credentials and training documentation. All of the agency's policies and procedures are compliant with the most current DDP requirements and there is evidence that they are consistently followed.

Specific Service Reviewed

A. Residential

N/A

B. Work / Day / Community Employment

N/A

C. Community Supports

Accomplishments

Michelle has developed outstanding education courses that teach best practices from the beginning of the career search to maintaining the job and striving to be the most valuable employee. All of those served can participate in these education classes. The individuals accessing supports with J.O.B.S. are involved in carving out work situations that are perfect for their personality, interests, and needs. In addition to job supports, staff hours are also being used in the home and community working on various daily living skills. Staff have been very creative and effective relating the home and community experiences back to the job experiences and helping the individual understand how working on their objectives impacts both areas.

i. HEALTH and SAFETY

Due to the nature of the service, J.O.B.S. staff do not assist with medications. There are no "sites" other than community employers, who need to meet State and Local safety requirements. Because staying safe and healthy is important in maintaining employment, J.O.B.S. monitors their individuals' overall wellbeing and will alert necessary parties when there are concerns.

ii. SERVICE PLANNING AND DELIVERY

An individual who works with J.O.B.S has had much success finding and maintaining employment. She is currently searching for work that will match her outgoing and social personality more and allow her to work a preferred schedule. The other individual they support is getting to know his staff and the staff learning more about his interests and desires for employment. Careful planning and collaboration provide individuals with job flexibility, successful matching of job and talents, and most ideal worksite environments. Individual Plans and Quarterly Status reports are complete and thorough.

J.O.B.S staff provide exemplary individualized services. They uphold the ideals of dignity, respect, and individual choice. All interactions are driven by these ideals

and this is evidenced by the success and satisfaction of the individuals they support.

iii. STAFFING

There has been no turnover in direct service staff since they have started supporting individuals accessing DDP funding. Michelle's service has been of great assistance to continuity of services. She has developed strong relationships with the individuals she supports and the members of their teams. She and staff know and understand their dreams, the direction they are moving and how to support them in working thru issues in order to achieve their dreams. Kathy is a new employee and new to Developmental Disability Program. She answered the staff survey questions with no errors and consistent understanding of best practices in the developmental disability field. The entire J.O.B.S. team demonstrates consistent performance with Person Centered Planning, Mandatory Reporting, Incident Reporting, and Emotionally Responsible Caregiving.

iv. INCIDENT MANAGEMENT

There have been no reportable or critical incidents during the period of this review. As J.O.B.S. continues to expand their services it will become more likely that incidents will occur. Michelle and her assistant Kathy Dacus completed the DDP Critical Investigation Training and have implemented an Incident Management Committee. They will follow the DDP Incident Management Policy around documentation, reporting and investigating.

In cases where questionable circumstances arise, she will call the DDP, APS, or CPS staff.

D. Transportation

N/A

E. Case Management

N/A

CONCLUSION

J.O.B.S provides exemplary Community Supports Services. As noted in previous reviews, the DDP is hopeful they will continue to expand their services and territory.

There are no open findings with this review or previous reviews.

Sheri Pullium
Quality Improvement Specialist
Developmental Disabilities Program

Cc: Paula Miskuly-Tripp, DDP Regional Manager (Missoula)
Tim Plaska, DDP Community Services Bureau Chief (Helena)
John Zeeck, DDP Quality Assurance Specialist (Helena)
Perry Jones, DDP HCBS Waiver Specialist (Helena)